

SYSTEM FOR ISSUE IDENTIFICATION, PRIORITIZATION, AND RESOLUTION
AND ASSOCIATED METHOD

ABSTRACT OF THE DISCLOSURE

Gallaway

A method of collaboratively identifying, prioritizing, and resolving issues affecting a series administered by an originating entity is provided, wherein the series comprises a plurality of similar complex systems and the method is implemented over a computer network. An issue and/or a comment corresponding to the issue are received over the computer network from a customer via a first computer device and/or an originating entity via a second computer device. The issue and/or the comment are posted on a discussion-capable electronic media accessible to the first and second computer devices, as well as a third computer device, over the computer network,

10 wherein the electronic media is configured to have a plurality of issues and a plurality of comments posted thereon. The third computer device is adapted to be used by a committee comprised of a customer representative and originating entity representative, wherein the committee is allowed, via the third computer device, to access the electronic media so as to separate the posted plurality of issues into rejected issues and action

15 issues, at least partially based on the posted plurality of comments. The committee thereafter prioritizes the action issues and sends a set of resolution directions for each action issue over the computer network to the customer and/or the manufacturer. Once a resolution proposal for an action issue is received, the committee directs the implementation of the resolution proposal for each action issue over the computer

20 network before closing the action issue upon completion of the implementation of the resolution proposal. A corresponding system for collaboratively identifying, prioritizing, and resolving issues is also provided.